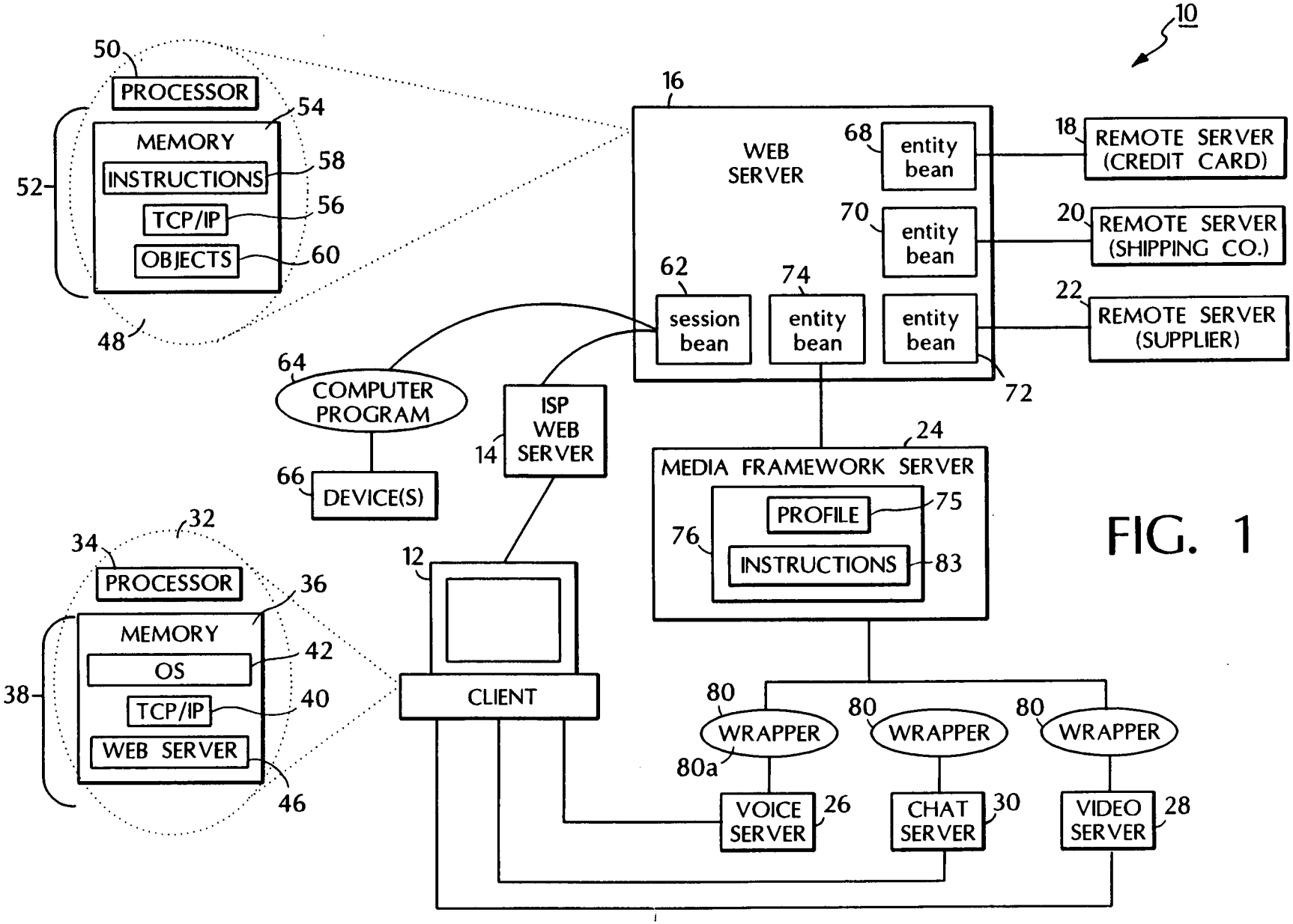
10
50
PROCESSOR
54
MEMORY
INSTRUCTIONS
58
52
TCP/IP
56
OBJECTS
60
48
16
WEB SERVER
68
entity bean
18
REMOTE SERVER (CREDIT CARD)
70
entity bean
20
REMOTE SERVER (SHIPPING CO.)
62
74
22
session bean
entity bean
entity bean
REMOTE SERVER (SUPPLIER)
72
64
COMPUTER PROGRAM
ISP WEB SERVER
14
24
MEDIA FRAMEWORK SERVER
66
DEVICE(S)
PROFILE
75
76
INSTRUCTIONS
83
32
34
PROCESSOR
36
12
MEMORY
42
OS
38
TCP/IP
40
CLIENT
WEB SERVER
46
80
80
80
WRAPPER
WRAPPER
WRAPPER
80a
VOICE SERVER
26
CHAT SERVER
30
VIDEO SERVER
28

FIG. 1

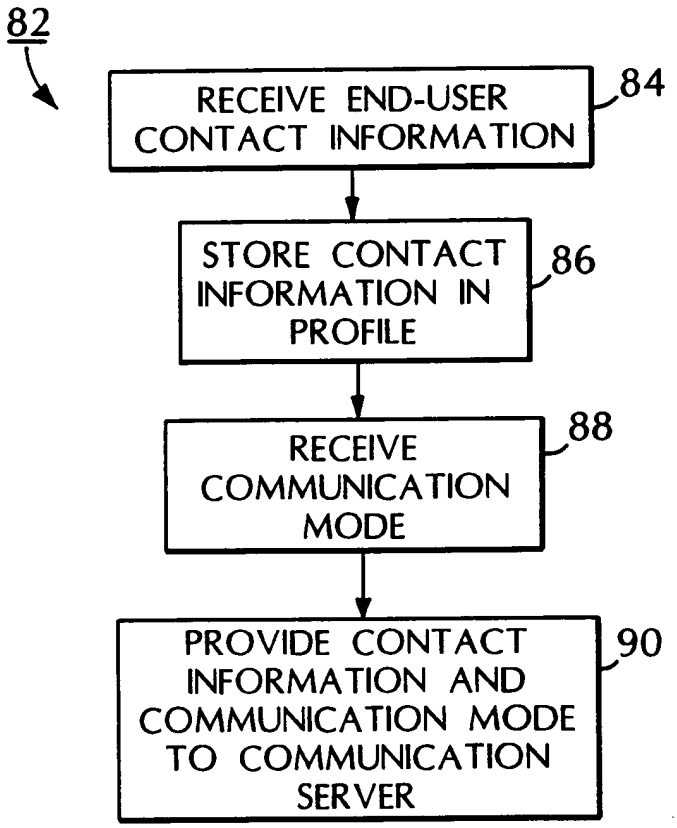
82
RECEIVE END-USER CONTACT INFORMATION
84
STORE CONTACT INFORMATION IN PROFILE
86
RECEIVE COMMUNICATION MODE
88
PROVIDE CONTACT INFORMATION AND COMMUNICATION MODE TO COMMUNICATION SERVER
90

FIG. 2